



Departmental Quarterly Performance Report

Miami-Dade Community Action Agency

**Reporting Period:
4th Quarter 2003**

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Departmental Quarterly Performance Report
Department Name: Miami-Dade Community Action Agency
Reporting Period: 4th Quarter 2003

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

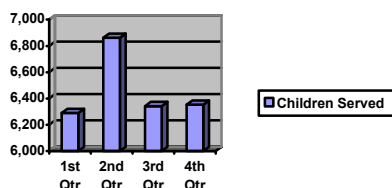
County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility

HH3-1 Head Start

Goal/Strategy: *Improve the conditions in which people live (Provide early childhood development services to low income families with infants, toddlers and preschoolers from birth to 5).*

HH3-1 *Provide early childhood development services to 6,528 young children each quarter.*

A total of 6,352 young children were enrolled in the Head Start/Early Head Start program during the fourth quarter.



☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility

HH3-2 Self-Help Institute

Goal Strategy: *Assist low income people in becoming self-sufficient (Implement family development services for a minimum of 100 low income families each quarter).*

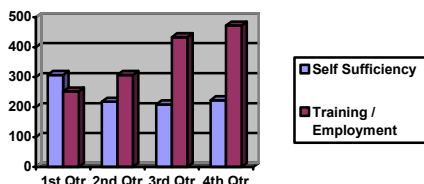
HH3-2 *Implement family development services for a minimum of 100 families each quarter.*

During the fourth quarter 223 families participated in the initiatives offered through the division.

ED1-2 Self-Help Institute

Provide employment training, job placement and educational enrichment services to 128 low income persons each quarter.

During the fourth quarter, 472 persons were involved in employment initiatives (101 employment placements and 371 employment services).



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County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility
HH4-2 SENIOR PROGRAM

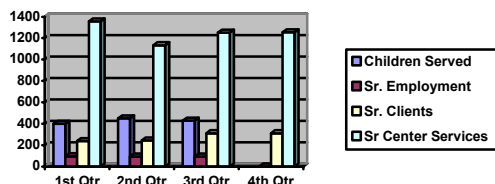
Goal Strategy: Improve the conditions in which low income people live (Coordinate respite care services to frail elderly, disabled adults and at-risk students).

HH4-3 Recruit and deploy elder volunteers to provide respite care/companionship services to at-risk children each quarter.
 During the fourth quarter, services were provided to 216 children.

HH4-4 Provide work experience, training, and employment assistance to at least 75 persons fifty-five years of age and older annually.
 During the fourth quarter, the program ended. **The Senior Computer Employment Program did not receive continued funding for the new fiscal year. The grant expired at the end of the third quarter.*

HH4-4 Recruit and deploy elder volunteers to provide respite care/companionship services to 400 frail elderly adults.
 During the fourth quarter, services were provided to 312 frail elders.

HH4-4 Enhance the social functioning, self-efficiency, emotional and nutritional well-being of 650 seniors by providing center-based services five days per week.
 During the fourth quarter, 1,254 seniors were involved in center based activities.



X Strategic Plan
 X Business Plan
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 (Describe)

County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility
ED1-2 GREATER MIAMI SERVICE CORPS

Goal/Strategy: Improve the conditions in which low income people live (provide meaningful work experiences and service learning opportunities for GMSC participants).

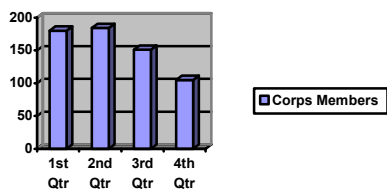
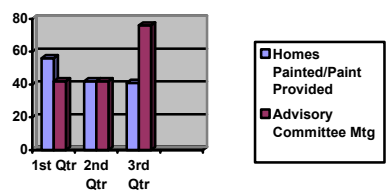
ED1-2 Implement service learning opportunities and vocational and basic educational programs for 260 clients each year.
 During the fourth quarter, a total of 105 clients were enrolled in the program.

X Strategic Plan
 X Business Plan
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 <table><caption>Corps Members by Quarter</caption><thead><tr><th>Quarter</th><th>Corps Members</th></tr></thead><tbody><tr><td>1st Qtr</td><td>180</td></tr><tr><td>2nd Qtr</td><td>190</td></tr><tr><td>3rd Qtr</td><td>150</td></tr><tr><td>4th Qtr</td><td>110</td></tr></tbody></table>	Quarter	Corps Members	1st Qtr	180	2nd Qtr	190	3rd Qtr	150	4th Qtr	110							
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<p>County Mgr. Priority (Circle One) <u>People</u> Service Technology Fiscal Responsibility</p> <p>HH5-1 CITIZEN PARTICIPATION</p> <p>Goal/Strategy: <i>To assist low income persons in owning a stake in their community (Deploy staff to support local citizens in becoming actively involved in their communities).</i></p> <p>HH5-1 Directly paint (six houses)and or provide painting supplies (36 homes) to targeted houses each quarter.</p> <p>During the fourth quarter, a total of 6 houses were painted; and, a total of 26 homes received painting supplies.</p> <p>NU2-1 Perform neighborhood outreach initiatives in the 16 CAA targeted communities i.e., 16 monthly community advisory meetings, 9 youth motivational meetings, 2 youth leadership conferences and 2 advisory committee leadership conferences.</p> <p>During the fourth quarter, 62 advisory committee meetings were conducted, two (2) leadership training sessions for advisory board members were held and one youth leadership conference was convened.</p>  <table><caption>Performance Metrics by Quarter</caption><thead><tr><th>Quarter</th><th>Homes Painted/Paint Provided</th><th>Advisory Committee Mtg</th><th>Unlabeled Series</th></tr></thead><tbody><tr><td>1st Qtr</td><td>45</td><td>45</td><td>55</td></tr><tr><td>2nd Qtr</td><td>45</td><td>45</td><td>45</td></tr><tr><td>3rd Qtr</td><td>45</td><td>45</td><td>75</td></tr></tbody></table>	Quarter	Homes Painted/Paint Provided	Advisory Committee Mtg	Unlabeled Series	1st Qtr	45	45	55	2nd Qtr	45	45	45	3rd Qtr	45	45	75	<p><input checked="" type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
Quarter	Homes Painted/Paint Provided	Advisory Committee Mtg	Unlabeled Series														
1st Qtr	45	45	55														
2nd Qtr	45	45	45														
3rd Qtr	45	45	75														

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County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility
HH5-1 ENERGY

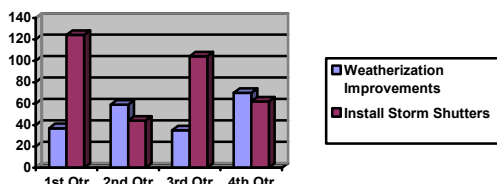
Goal/Strategy: *Improve the conditions in which low income people live (Conduct energy conservation services in low income neighborhoods).*

HH5-1 *Provide weatherization and home rehabilitation services to a minimum of 40 homes each quarter.*

During the fourth quarter, 70 homes received services.

HH5-2 *Install Hurricane Storm Panels on a minimum of 64 homes each quarter.*

During the fourth quarter, a total of 62 homes received storm panel installation services.



X Strategic Plan
 X Business Plan
 ___ Budgeted Priorities
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 (Describe)

County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility
HH7-2 DEPARTMENT/ADMINISTRATION

Goal/Strategy: *Achieve partnerships among supporters and providers of services to low income communities and families (develop formal linkages to support the Department in accomplishing its goals).*

HH7-2 *Maintain mutually beneficial formal agreements with 125 diverse entities in Miami-Dade County.*

The Department maintained over 150 formal partnerships during the quarter.

Goal/Strategy: *To expand the Department's capacity to achieve its results (maintain the deployment of the CAA Quality Assurance Unit).*

HH7-1 *Conduct review of all program, fiscal operations and accountability structures within the Department twice per year. Complete an assessment on the Department's IT capabilities (utilizing ITD as a partner in the process).*

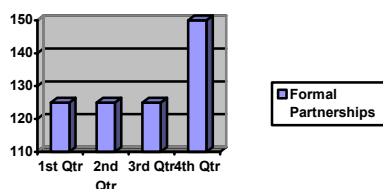
The Department maintained continuous internal reviews through its Quality Assurance Unit. During the fourth quarter, the Energy Programs Division received monitoring. The Department also continued its consultations with ITD and E-Gov. regarding the consolidation of its IT operations.

X Strategic Plan
 X Business Plan
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County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

CUSTOMER SERVICE IMPROVEMENTS AND EFFICIENCIES

- During the fourth quarter, the Department maintained its committed efforts in better tracking, monitoring, evaluating and assessing its internal operations. During the fourth quarter, employee orientations were given to newly hired staff and division specific training workshops were held for the respective staff in the department.
- The Department conducted its Annual Community Action Agency Conference for all of its employees. A litany of professional and personal growth and development workshops were conducted to support the skill building enhancement of the staff.
- The Department also conducted its annual Head Start Pre-service Orientation for the staff and delegate agency personnel of this comprehensive child development program.
- The Department continued to utilize the Head Start Family Information System (HSFIS) to support its recruitment and enrollment efforts during the fourth quarter.
- The Department's Self-Help Division, conducted staff training on the Results Oriented Management and Accountability (ROMA) system for individuals in the following divisions: Self-Help; Elderly Programs and Citizen Participation.
- The Department continued to meet with a team from E-Gov. to assist it in its efforts in moving towards assessing the Department's IT needs. Discussions also continued regarding assessing how best to consolidate the department's various IT systems in order to foster congruency with the County's IT infrastructure, while promoting enhanced internal capability in comprehensively capturing agency-wide performance measures that can determine departmental impacts and outcomes.

Strategic Plan
Business Plan
Budgeted Priorities
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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
			567	946	570	376	565	381	578	362

Notes:

B. Key Vacancies

GMSC	Accountant 1	1
	Administrative Officer 2	1
	Team Supervisor	1
Senior Programs	FGP Supervisor	1
	Senior Companion Field Supervisor	1
	AO2	1
Head Start / Early Head Start	Administrative Officer 1	2
	Administrative Officer 2	1
	Administrative Officer 3	1
	Special Projects Adm. 1	1
	Dietitian 2	1
	Social Worker 1	35
	Social Worker 2	2
	Clinical Social Worker	6
	Community Family Service Worker	5
	Teacher Assistant 1	45
	Teacher Assistant 2	31
	Associate Teacher	24
	Teacher	43
	Curriculum Specialist	22
	Education Specialist	13
	Regional Community Part. Coord.	1
	CAA Food Service Manager	2
	Assist Center Director	1
	Center Director	7
	HS And Family Services Spuv.1	1
Resource Mgmt	Division Director	1
	Senior Systems Analyst/Programmer	1
Finance	Account Clerk	1

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	Administrative Officer 1	1
Citizen Participation	Division Director	1
Self Help Institute	Account Clerk	1
	Social Worker 1	2
	Social Worker 2	1
	Center Director	1

C. Training:

Date	Name of Training	Division	Amount of Participants
August	▪ HR Management Training	Personnel	1
September	▪ Violence in the Workplace	Department	7
	▪ Customer Service	Self Help	100
<i>TOTAL</i>			108

C. Turnover Issues

13 Retired
8 Resigned

D. Skill/Hiring Issues

Head Start teachers and assistants require the same certification and bachelor degrees as Miami-Dade Public School, however a comparison salaries is not compliable.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

395 County Temporaries, Volunteers and Service Corps Workers

202 temporary agency employees

F. Other Issues

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FINANCIAL SUMMARY

(All Dollars in Thousands)

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
♦ 630 / 631 (Operations)	(\$340,955)	(\$1,535,513)	(\$3,311,838)	(\$3,534,935)	(\$1,140,735)
♦ 630 / 632 (Grants)	(\$3,918,782)	(\$6,874,152)	(\$2,541,552)	(\$6,737,407)	(\$873,543)
Total	(\$4,259,737)	(\$8,409,665)	(\$5,853,390)	(\$10,272,342)	(\$2,014,278)

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

	PRIOR YEAR Actual	Total Annual Budget	4th Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
♦ Transfer GF	\$7,912,000	\$6,577,000	\$1,644,250	\$6,500,000	\$6,577,000	\$6,500,000	(\$77,000)	99%
♦ State Grants	1,129,858	2,142,528	\$535,632	23,855	2,142,528	222,839	(\$1,919,689)	10%
♦ Federal Grants	57,177,383	57,079,172	\$14,269,793	24,618,272	57,079,172	62,877,866	\$5,798,694	110%
♦ Fees/Misc Revenue	1,705,123	2,348,967	\$587,242	1,124,710	2,348,967	3,254,964	\$905,997	139%
♦ Carryover		845,000	\$211,250	0	\$845,000	769,741	(\$75,259)	91%
Total	\$67,924,364	\$68,992,667	\$17,248,167	\$32,266,837	\$68,992,667	\$73,625,410	\$4,632,743	
Expenditures								
Salaries / Fringe	\$26,797,730	\$32,312,989	\$8,078,247	\$7,708,638	\$32,312,989	\$29,671,250	(\$2,641,739)	92%
Operating	40,155,425	36,566,514	\$9,141,629	16,478,464	36,566,514	46,810,726	\$10,244,212	128%
Capital	351,874	113,164	\$28,291	(1,219)	113,164	273,482	\$160,318	242%
Total	\$67,305,029	\$68,992,667	\$17,248,167	\$24,185,883	\$68,992,667	\$76,755,458	\$7,762,791	

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REVENUE AND EXPENDITURE NOTES:

Note 1: State Revenues through the Miami-Dade County School Board for Pre-K abolished. (\$1.8 million)

Note 2: Miscellaneous Revenues include a \$1.3 million receivable from GMSC.

Note 3: Federal Revenues include additional funding from USDA for After-School Snack Program totaling \$327,800 and an additional allocation of \$2.5 million from the US HHS (\$48.8 million from \$46.2 million) for Head Start; Self Help Program received an additional allocation for the Low Income Home Energy Assistant Program (\$941,000) through the State Dept of Community Affairs.

Note 4: Personnel and Operating expenditures based on increased grant modification that will be incorporated in the Supplement.

Note 5: Expenditures and Revenue based on increased grant modification that will be incorporated in the Supplement.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date_____